msi notebook

Trouble Shooting Procedure

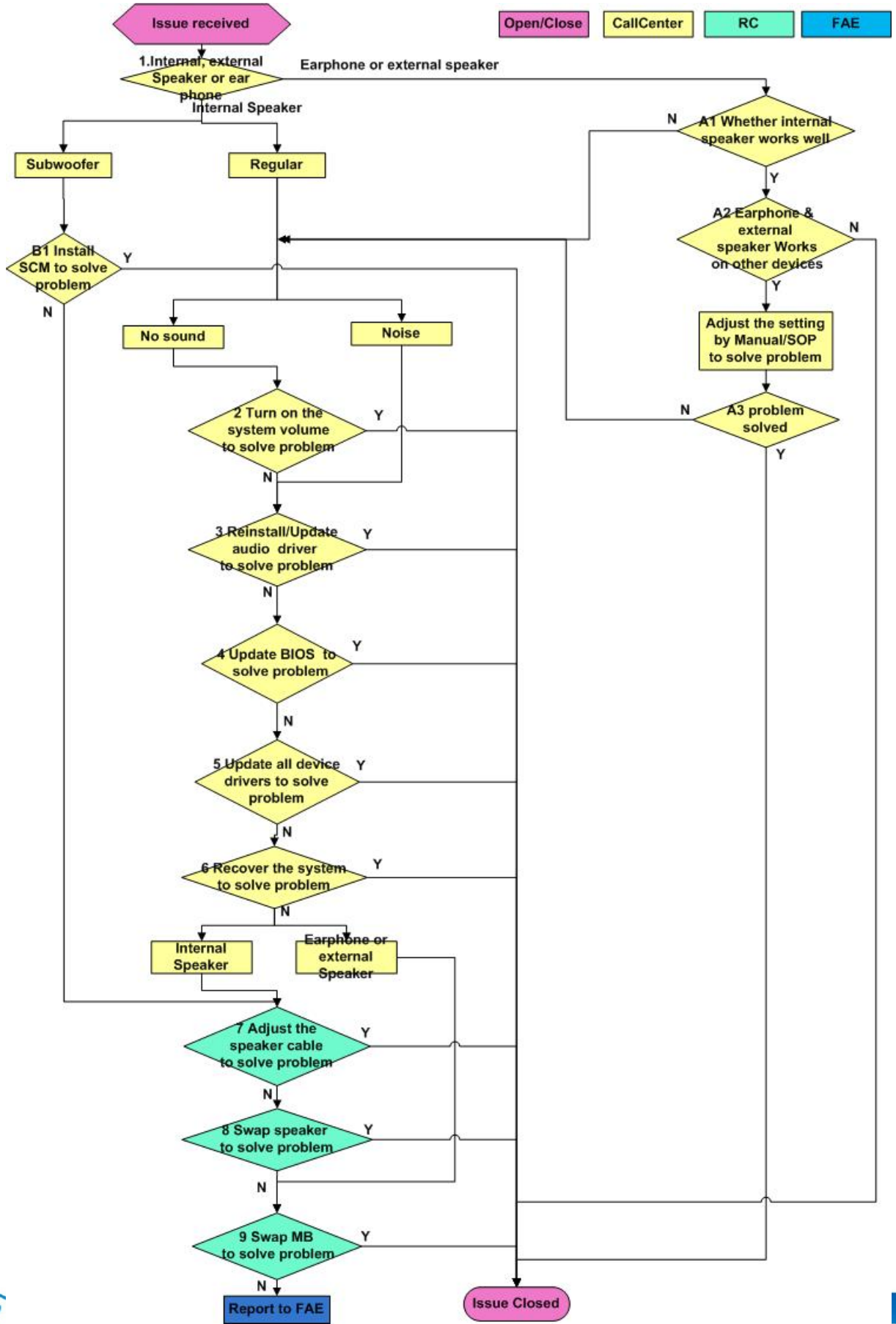
Audio / Speaker

Prepared by *msi* NB FAE Team | Version: 1.0 | Date: 2010/11/5

Document History

Version	Issued by	Issue Date	Comments
1.0	Frank Lin & Sally Chen	2010/10/19	First release

Trouble Shooting Procedure - Audio/Speakers



Issue received

1. Internal speaker/earphone or external speaker

→Internal speaker

Subwoofer. Go to step B1.

Regular.

→No sound. Go to step 2.

→ Noise. Go to step 3.

→Earphone or external speaker Go to step A1.

Earphone or external speaker

A1: Whether internal speaker works well.

→ Works well. Go to step A2.

→ Works unwell.

→ No sound. Go to step 2.

→ Noise. Go to step 3.

A2: Earphone or external speaker works on other devices.

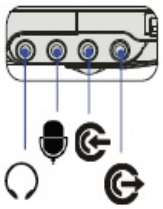
→ Adjust the setting by Manual/SOP to solve problem. Go to step A3

Earphone or external speaker doesn't work on other devices.

→ Issue closed (Earphone or external speaker issue).

Adjust the setting by Manual/SOP

Please refer to the following to figure for audio ports



Headphone out/ SPDIF-out: Used for speakers or headphones. The S/PDIF connector is also provided for digital audio transmission to external speakers through an optical fiber cable.
Connect the Front speakers here.

Mic In: Used for an external microphone.
Connect the Center and Subwoofer speakers here.

Line In: Used for an external audio device.
Connect the Rear speakers here.

Line Out: A connector for speakers.
Connect the Surround speakers here.

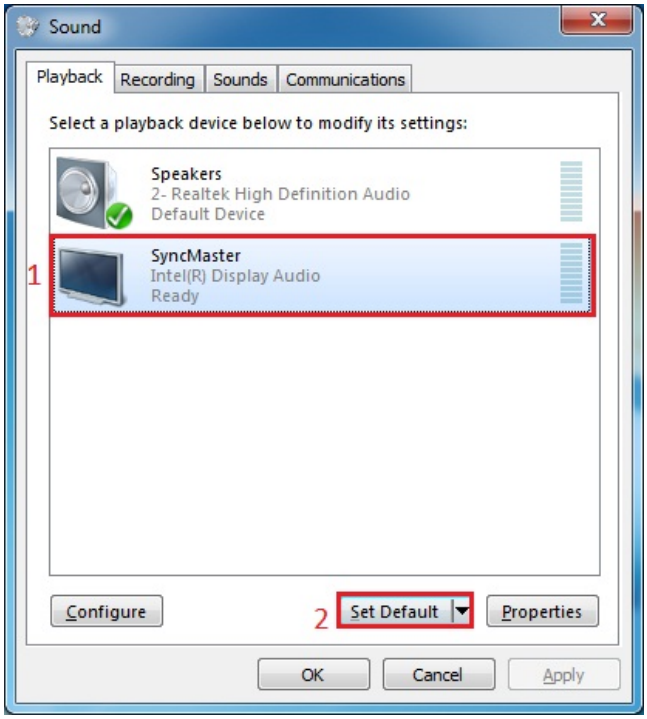
For HDMI

Press Fn + F2 to switch the display to external monitor via HDMI cable (Image 1) before play multi media.

(Image1)

Note:

1. Some of issues may be required to switch the audio to external monitor manually (Image 1).
2. Some of issues may be designed limitations; please refer to the database for more information.



(Image 1)

For 4/5.1/7.1 Channel

Please refer to the following list about their connector function of 2/4/5.1/7.1 channel:

Connector color / Channel				
2-channel	Mic in	Line in	Headphone out	Line out
4-channel	Mic in	Rear Speaker out	Front Speaker out	Line out
6-channel (5.1 channel)	Center/Lfe out	Rear Speaker out	Front Speaker out	Line out
8-channel (7.1 channel)	Center/Lfe out	Rear Speaker out	Front Speaker out	Surround out

For more information, please refer to the external device's user manual.

For SPDIF

Ensure the SPDIF cable (Image 1) and connecter (Image2) are correct.

For more information, please refer to the external device's user manual.

Fiber cable (Image 1)

Fiber mini-plug connector (Image 2)

Note:

MSI laptop uses SPDIF fiber cables only.

It will have a red light from both of the fiber cable and SPDIF port when the SPDIF is connected.

For USB speaker

Ensure the USB speaker is connected to USB ports properly.

A3: Problem solved.

→ Problem solved. Issue closed (Incorrect setting).

→ Problem not solved.

→ No sound. Go to step 2.

→Noise. Go to step 3.

Internal speaker

Subwoofer. Go to step B1.

Regular.

→ No sound. Go to step 2.

→ Noise. Go to step 3.

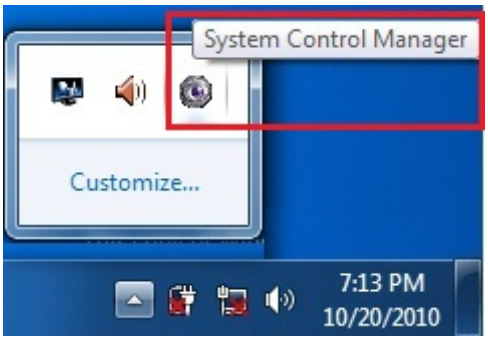
B1: Install SCM (Image 1) to solve problem.

Press Cinema Pro ICON (Image 2).

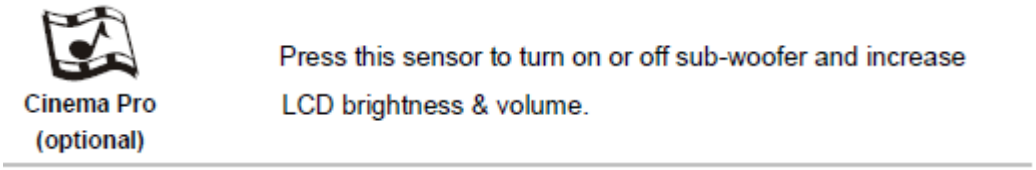
Subwoofer is on/off (Image 3)

→ Sound unavailable. Go to step 7.

→ Sound available. Issue closed (SCM not installed).



(Image 1)



(Image 2)

(Image 3)

2: Turn on the system volume to solve problem.

Press Fn+ “mute icon” (Image 1).

System volume is on/off (Image 2)

→ Sound unavailable. Go to step 3.

→ Sound available. Issue closed (Sound volume was muted).

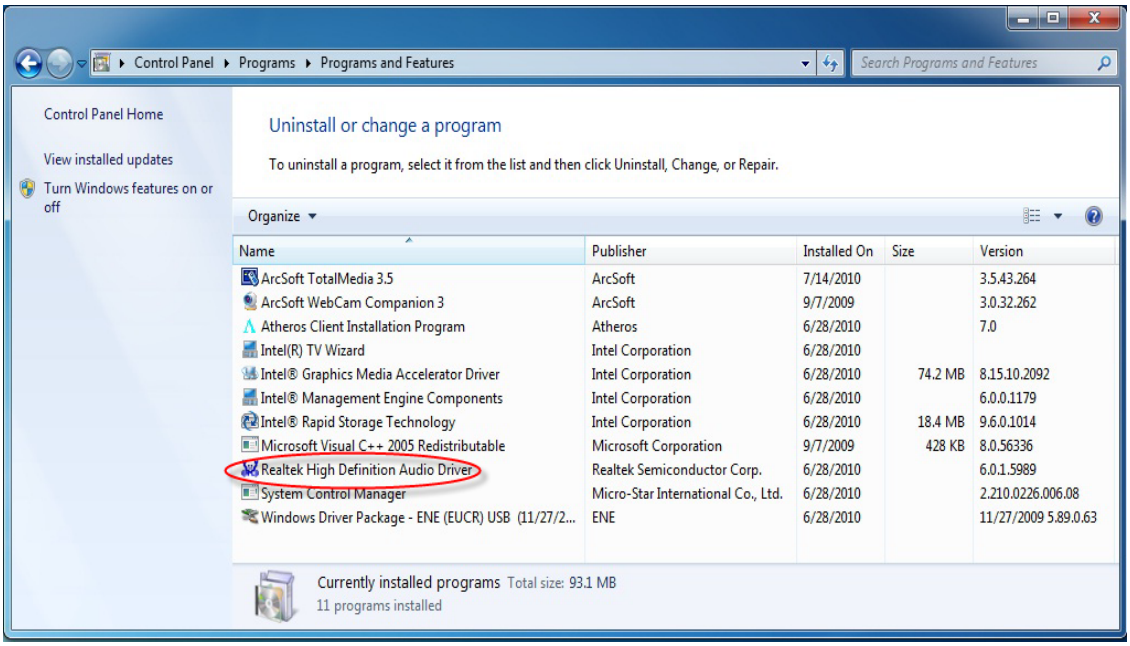
(Image 1)

(Image 2)

3: Reinstall/Update audio driver to solve problem

→ Issue unsolved. Go to step 4.

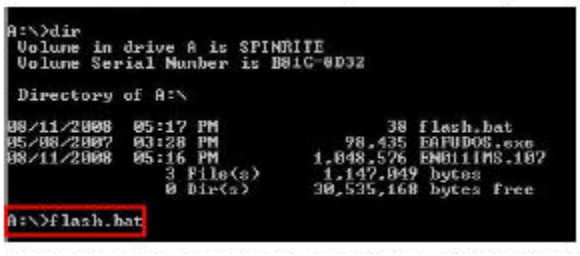
→ Issue solved. Issue closed (Audio driver issue).


Control Panel ▸ Programs ▸ Programs and Features
Search Programs and Features
Control Panel Home
View installed updates
Turn Windows features on or off
Uninstall or change a program
To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.
Organize
Name
Publisher
Installed On
Size
Version
ArcSoft TotalMedia 3.5 ArcSoft 7/14/2010 3.5.43.264
ArcSoft WebCam Companion 3 ArcSoft 9/7/2009 3.0.32.262
Atheros Client Installation Program Atheros 6/28/2010 7.0
Intel(R) TV Wizard Intel Corporation 6/28/2010
Intel® Graphics Media Accelerator Driver Intel Corporation 6/28/2010 74.2 MB 8.15.10.2092
Intel® Management Engine Components Intel Corporation 6/28/2010 6.0.0.1179
Intel® Rapid Storage Technology Intel Corporation 6/28/2010 18.4 MB 9.6.0.1014
Microsoft Visual C++ 2005 Redistributable Microsoft Corporation 9/7/2009 428 KB 8.0.56336
Realtek High Definition Audio Driver Realtek Semiconductor Corp. 6/28/2010 6.0.1.5989
System Control Manager Micro-Star International Co., Ltd. 6/28/2010 2.210.0226.006.08
Windows Driver Package - ENE (EUCR) USB (11/27/2... ENE 6/28/2010 11/27/2009 5.89.0.63
Currently installed programs Total size: 93.1 MB
11 programs installed

4: Update BIOS to solve problem

→ Issue unsolved. Go step 5.

→ Issue solved. Issue closed (BIOS issue).


A:\>dir
Volume in drive A is SPINRITE
Volume Serial Number is B81C-0D32
Directory of A:\
08/11/2008 05:17 PM 38 flash.bat
05/08/2007 03:28 PM 98,435 FAFUDOS.exe
08/11/2008 05:16 PM 1,048,576 EN6111MS.107
3 File(s) 1,147,049 bytes
0 Dir(s) 30,535,168 bytes free
A:\>flash.bat

Note:

To know about how to update BIOS under DOS mode, please refer to the following link.

http://www.msi.com/html/pdf/How_to_flash_MSI_Notebook_BIOS_under_DOS_mode.pdf

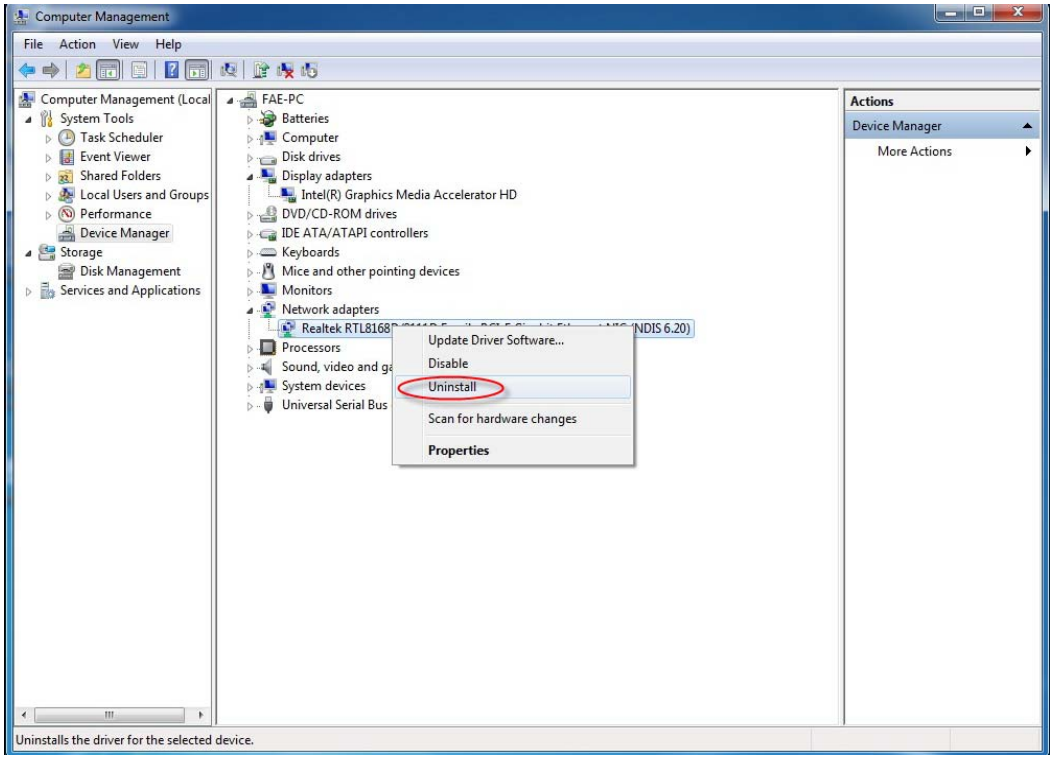
5: Update the all latest device drivers one by one.

Uninstall device drivers from Device Manger (Image 1) or

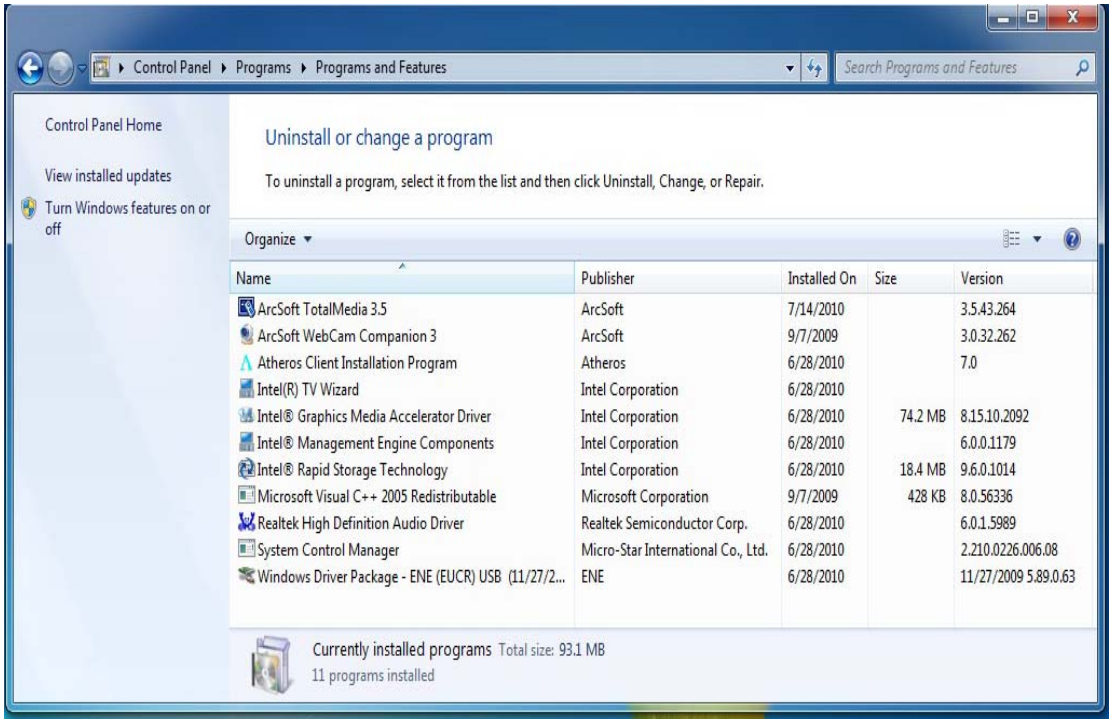
Control Panel (Image 2) before update the new device drivers.

→ Issue unsolved. Go step 6.

→ Issue solved. Issue closed (Device driver issue).



(Image 1)


Control Panel ▸ Programs ▸ Programs and Features
Search Programs and Features
Control Panel Home
View installed updates
Turn Windows features on or off
Uninstall or change a program
To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.
Organize
Name
Publisher
Installed On
Size
Version
ArcSoft TotalMedia 3.5 ArcSoft 7/14/2010 3.5.43.264
ArcSoft WebCam Companion 3 ArcSoft 9/7/2009 3.0.32.262
Atheros Client Installation Program Atheros 6/28/2010 7.0
Intel(R) TV Wizard Intel Corporation 6/28/2010
Intel® Graphics Media Accelerator Driver Intel Corporation 6/28/2010 74.2 MB 8.15.10.2092
Intel® Management Engine Components Intel Corporation 6/28/2010 6.0.0.1179
Intel® Rapid Storage Technology Intel Corporation 6/28/2010 18.4 MB 9.6.0.1014
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Windows Driver Package - ENE (EUCR) USB (11/27/2... ENE 6/28/2010 11/27/2009 5.89.0.63
Currently installed programs Total size: 93.1 MB
11 programs installed

(Image 2)

6: Recover the system to solve problem

(Backup the personal data first)

F3 recover (Image 1) or Burn in recover (Image 2)

→ Issue unsolved.

→ Internal speaker. Go to step 7.

→ Earphone or external speaker. Go to step 9.

→ Issue solved. Issue closed (OS issue).

msi
Hard Disk Recovery
System Partition Recovery
Exit
NOTEBOOK
The whole hard disk will be formatted. All the data will be defragmented and restored to factory default settings.

(Image 1) (Image 2)

Note:

F3 recovery SOP:

http://www.msi.com/index.php?func=faq2show&faq_no=2198

Note:

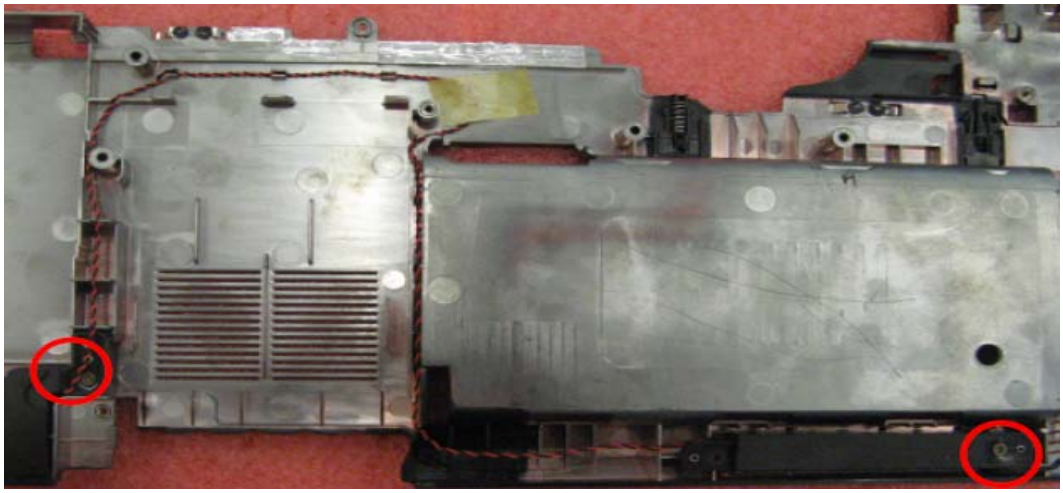
Please check RMAGCS to see whether it is a known issue.

http://rmagcs.msi.com.tw/

7: Adjust speaker cable to solve problem

→ Issue unsolved. Go to step 8.

→ Issue solved. Issue closed (Cable was interfered with ME case).



8: Swap speaker module to solve problem

→ Issue unsolved. Go to step 9.

→ Issue solved. Issue closed (Speaker module was malfunctioned).

9: Swap MB to solve problem

→ Issue unsolved. Contact FAE for help.

→ Issue solved. Issue closed (MB issue).